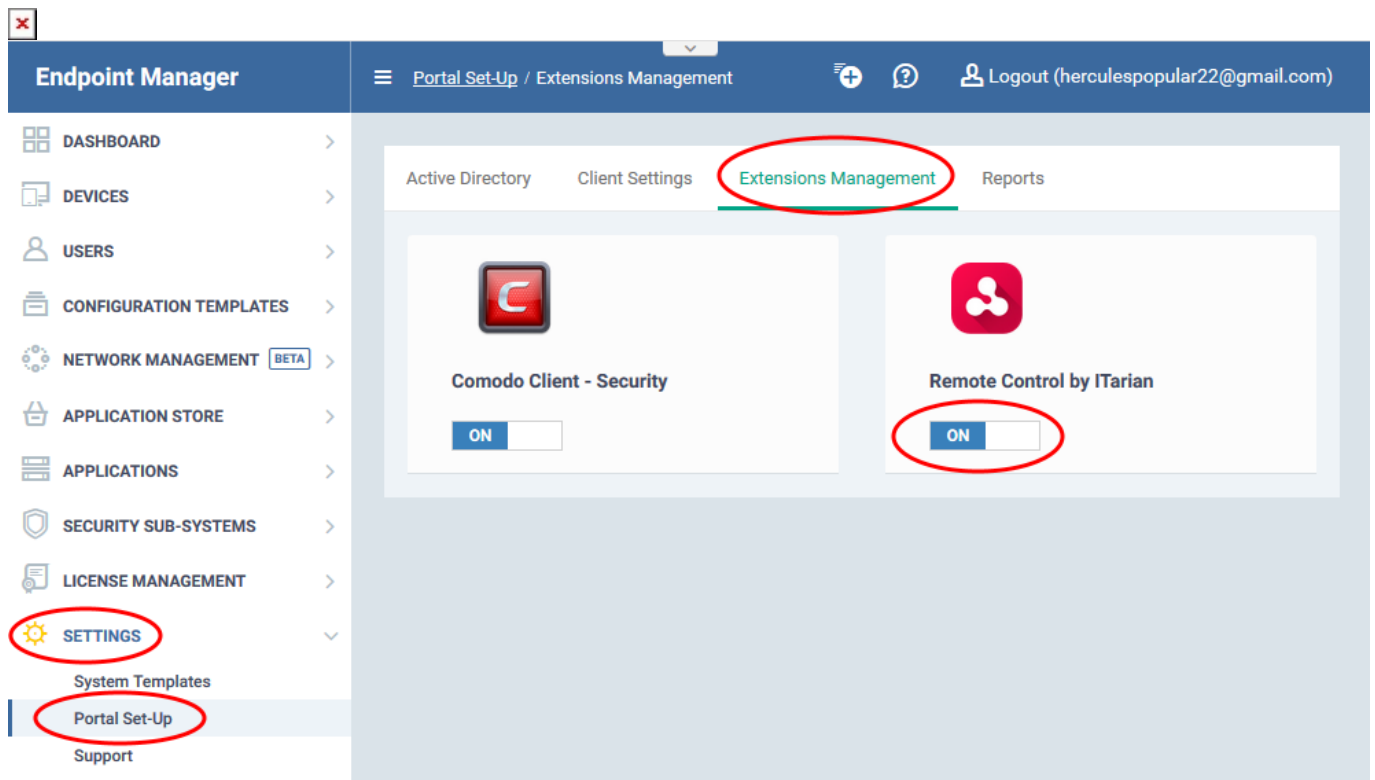


How to disable the Remote Control feature

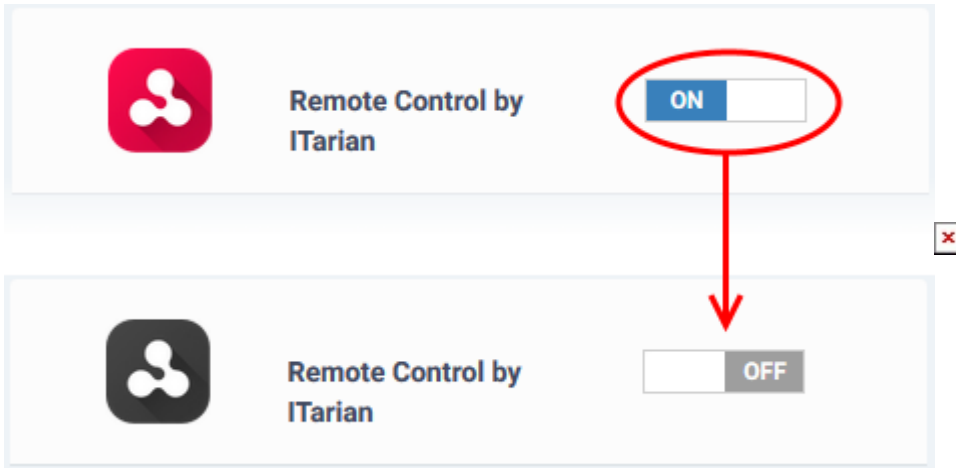
- The remote control application lets admins take-over endpoints to solve issues, install third party software and run system maintenance.
- This tutorial explains how to disable remote control in the Endpoint Manager. This will prevent any admin from assuming direct control of managed endpoints on the profile.
- You can quickly re-enable the feature if required.

Process in brief:

- Login to Comodo One/ Dragon
- Click 'Applications' > 'Endpoint Manager'
- Click 'Settings' > 'Portal Set-up' > 'Extensions Management'

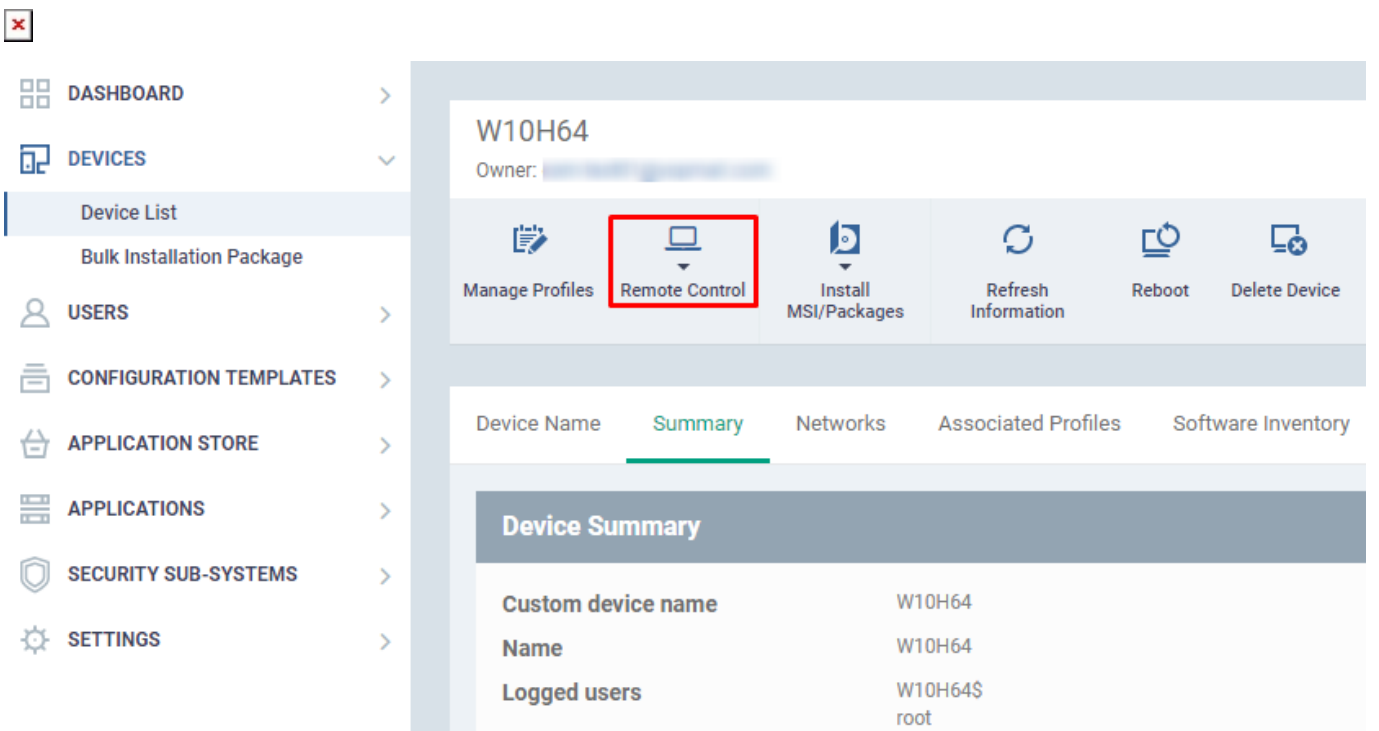
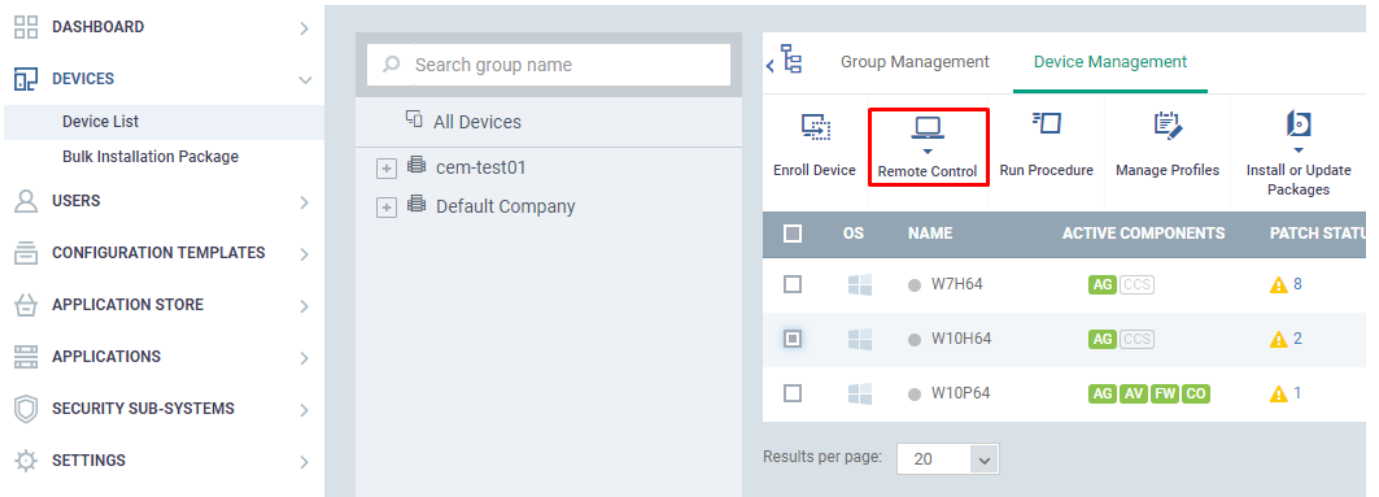


- Switch off 'Remote Control by ITarian':



- The 'Remote Control' option will disappear from the device list and from the device details page:

Before



After

The screenshot shows the 'Group Management' interface with the 'Device Management' tab selected. A search bar at the top contains 'Search group name'. Below it, a list of groups includes 'All Devices', 'cem-test01', and 'Default Company'. The main area displays a table of devices with the following data:

OS	NAME	ACTIVE COMPONENTS	PATCH STATUS
Windows	W7H64	AG CCS	8 (Warning)
Windows	W10H64	AG CCS	2 (Warning)
Windows	W10P64	AG AV FW CO	1 (Warning)

A red text annotation 'No Remote Control icon' points to the top-left corner of the device management area. The 'Results per page' dropdown is set to 20.

The screenshot shows the detailed view for device 'W10P64'. The owner is listed as 'Owner: [redacted]'. A red text annotation 'No Remote Control icon' points to the top-left corner of the device details area. Below the title, there are several action buttons: Manage Profiles, Install MSI/Packages, Refresh Information, Reboot, Export Security Configuration, Delete Device, Change Owner, and Change Ownership Type. The 'Summary' tab is selected, showing the following data:

Device Summary		OS Summary
Custom device name	W10P64	OS
Name	W10P64	OS name
Logged user	root	OS version
AD\LDAP	10.108.51.2	Service pack
Domain\Workgroup	c1ops.net	Build version
Manufacturer	PC	Sub-System